Cust Customer Satisfaction Department of Administrative Services - Internal Support

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1.	BUSINESS MANAGEMENT SERVICES	1 2 3 4 5	CER (Continued)		1	2	3	4	` 5
			Written Communication Support						
	Overall, rate your experience with DOAS		Timeliness of services						
	Business Management Services		Quality of services						
	Ç		Status updates & feedback						
	Project Management Support		Customer service attitude			ì		ıΠ	ĺΠ
	Timeliness of services								
	Quality of services		Conference Support						
	Status updates & feedback		Timeliness of services						
	Customer service attitude		Quality of services						
			Status updates & feedback						
	Strategic Planning Coordination		Customer service attitude						
	Timeliness of services								
	Quality of services		Customer Survey Support						
	Status updates & feedback		Timeliness of services						
	Customer service attitude		Quality of services						
			Status updates & feedback						
	Process Review & Documentation		Customer service attitude						
	Timeliness of services								
	Quality of services		3. INFORMATION TECHNOLOGY						
	Status updates & feedback								
	Customer service attitude		Overall, rate your experience with DOAS			\Box			
			Information Technology						
	Performance Measurement Support								
	Timeliness of services		PC/LAN Support						
	Quality of services		Timeliness of services		ᄕ	JШ	lШ	ıШ	ļЦ
	Status updates & feedback		Quality of services		止	ļЦ	ļЦ	<u>ال</u> ا	ļЦ
	Customer service attitude		Status updates & feedback		ᄩ	<u>ال</u> اِ	ļЦ	<u>ال</u> ا	<u>!</u>
			Customer service attitude		╟	JШ	ıШ	ıШ	lШ
2.	CUSTOMER & EMPLOYEE RELATIONS								
			Systems Support	_ 니	 _	·—	. —	.—	. —
	Overall, rate your experience with DOAS		Timeliness of services		ᄩ	닏	님	١H	!H
	Customer & Employee Relations		Quality of services		ᄩ	!닏	ıН	ıН	!H
			Status updates & feedback		ᄩ	님			!H
	Human Resources Support		Customer service attitude	_	╟	لـــال	ıШ	ш	Ш
	Timeliness of services								
	Quality of services		Imaging Support	_ _	l—	ı —	ı —	. —	ı —
	Status updates & feedback		Timeliness of services	-	ᄩ	;H	iΗ	iH	ίH
	Confidentiality Customer service attitude		Quality of services	-	╠	;;;	ίH	iH	ίH
	Customer service attitude		Status updates & feedback Customer service attitude	-	ᄩ	쑮	iΗ	iH	ίH
	Design & Graphic Support		Customer service attitude		╚	لـــا د	لـــا،	. Ш	لـــار
	Design & Graphic Support Timeliness of services		Web-Page Support						
	Quality of services		Timeliness of services			יחו		ı	
	Status updates & feedback		Quality of services		屽	iΗ	iΗ	ıĦ	iΗ
	Creativity		Status updates & feedback		屽	ίĦ	iΗ	ıĦ	iΗ
	Customer service attitude		Customer service attitude		屽	iΗ	ıΗ	ıĦ	iΠ
	Customer service attitude		- Justomer service attitude		1—	لب ،	۔	. Ш	لـــا ،